

A blurred background of the United States flag, showing the stars and stripes in a soft, out-of-focus manner.

Mississippi Veterans Affairs Board

Strategic Plan

FY 2014-2019

Our Mission

“To Honor Mississippi Veterans and their Dependents, through superior Service, Care, and Assistance.”

Our Vision

“A responsive, efficient and resilient Agency; able to provide superior service to all Mississippi Veterans and their dependents.”

Our Core Values

Integrity:

We will be consistent in our actions to provide superior service to all that we serve and will uphold the highest standards in all that we do.

Commitment:

Work diligently to serve Veterans, their families, stakeholders and those who provide resources to benefit Veterans. Be driven by an earnest belief in our mission. Fulfill our individual responsibilities and organizational responsibilities.

Advocacy:

Be truly Veteran-centric by identifying, fully considering and appropriately advancing the interests of Veterans and all whom we serve.

Respect:

Treat all those we serve and with whom we work with dignity and respect. Show respect to earn it.

Excellence:

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for our actions, willing to admit mistakes and rigorous in correcting them.

Enabling Legislation

Mississippi Code of 1972: § 35-1-7, General duties and powers of board.

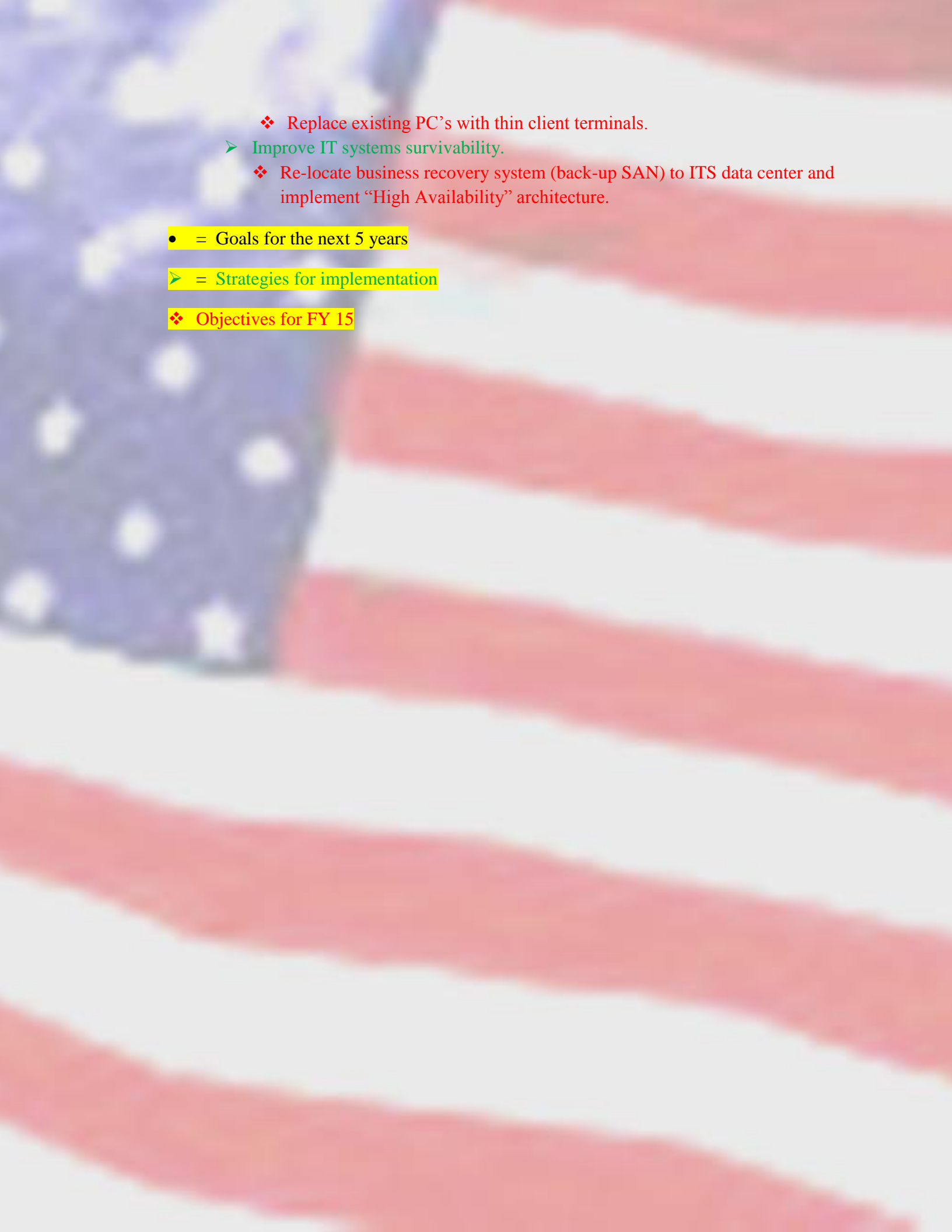
“The duties of the State Veterans Affairs Board shall be to assist former and present members of the Armed Forces of the United States, and their dependents, in securing any benefits or privileges under any federal or state law or regulation to which they are entitled and to advise the Governor and Legislature on Veterans affairs. Moreover, veterans or their dependents shall be given their choice of organizations to represent them in instances where a case is appealed, and the board shall lend its full cooperation in connection therewith.”

Goals, Strategies and Objectives

- **Stabilize Funding: Create policies and methods to provide stable and consistent funding stream.**
 - **Seek long term legislation consistent with SVAB mission.**
 - ❖ Request change to MS Code to include SVAB special funds paid to cemetery for spouse/dependent interments as “exempt”. (FY 2016)
 - **Pursue new Revenue Sources.**
 - ❖ Increase Medicare Part B funding for State Veterans Nursing Homes by 5%.
 - ❖ Increase admissions of Veterans that qualify for the higher per diem rate paid by the VA to the State Veterans Homes.
 - **Increase Efficiency of Operation.**
 - ❖ Reduce overtime costs by 5%
 - ❖ Reduce Nursing Agency costs by 20%
 - ❖ Reduce Pharmaceutical costs by 5%.
 - **Sustain Home resident rate reduction.**
 - ❖ Reduce resident rate to \$50 per day
- **Increase number of service choices for Veterans: Exploit emerging/changing opportunities to provide more, new and improved services.**
 - **Provide burial option for Veterans and Spouses.**
 - ❖ Apply for a grant for a second State Veterans Cemetery in the underserved area identified by the National Cemetery Administration.
 - ❖ Assist in establishing Veterans Treatment Courts in Mississippi.
 - ❖ Hire additional Veteran Service Officers for high Veteran populated areas.

- Increase number of approved (for VA funding) OJT and Apprenticeship programs in Mississippi.
 - ❖ Increase marketing efforts by attending job fairs, education fairs, etc.
- Develop new media products for distribution to/for Veterans.
 - ❖ Complete Agency power-point for use in briefing public/civic groups.
 - ❖ Develop and distribute Agency DVD for use by County Veterans Service Officers (and others).
 - ❖ Revise benefit booklet to reflect 2015 information/services.
 - ❖ Continue to enhance Agency web-site to provide more comprehensive information and easier access.
- Explore new long term care options for Veterans.
 - ❖ Complete a study to determine the need for constructing a sixty bed Cognitive Trauma Unit.
 - ❖ Complete study to determine viability of opening an Adult Day Healthcare unit.
 - ❖ Increase Activity/Therapy options by adding an outdoor walking track.
 - ❖ Assess the need and feasibility of building Assisted Living facilities at each State Veterans Home or in strategic sites around the state.
- **Continuously improve quality of service: Create a “service-minded” Agency environment that increases employee desire to continuously improve service delivery.**
 - Improve retention of quality employees.
 - ❖ Seek funds for employee recognition initiatives.
 - ❖ Seek budget language that retains raise authority with Agency Executive Director
 - ❖ Continue to enhance training options via internet and electronic media.
 - ❖ Establish an Agency Nurse Aide Training Program recognized by the State of Mississippi that complies with State and Federal regulations.
 - ❖ Develop and implement an Employee Assistance Program.
 - Improve continuity of service/care to Veterans.
 - ❖ Obtain and implement Electronic Medical Records system compatible with U.S. Department of Veterans Affairs system(s).
 - ❖ Seek MOU with USDVA that will allow seamless medical information sharing/transfer.
 - ❖ Increase number of Veterans claims processed by 5%.
 - ❖ Increase number of Fully Developed claims by 10%
 - Standardize Agency operations.

- ❖ Review policies and procedures at least annually and revise/amend as needed.
- **Improve inter-agency coordination and relationships: Increase cross-agency participation and partnerships.**
 - **Develop Networks with other Agencies.**
 - ❖ Continue to seek increased inclusion in State-wide strategic planning initiatives.
 - ❖ Continue to develop professional relationships with State leaders.
 - ❖ Liaise (at least) quarterly with agency counterparts in major state agencies.
 - ❖ Coordinate with Mississippi State University to obtain funding to remove Agricultural buildings from Cemetery site.
 - **Increase Agency visibility with Governor and Legislature.**
 - ❖ Continue to share agency goals, directly, with Governor and Legislative Leaders.
 - ❖ Prepare Agency information pamphlet and provide to all members of legislature and Governor's key staff members.
 - ❖ Increase inclusion in 2014 SVAB "legislative" day and require all Directors (and above) to participate.
- **Increase public awareness of Agency: Develop and initiate programs to increase statewide awareness and support of the Agency, its mission and its goals.**
 - **Develop and implement Agency Marketing Plan.**
 - **Develop Agency services directory.**
 - ❖ Develop and implement agency-wide online directory.
 - **Develop standardized agency material.**
 - ❖ Develop standardized training materials and deliver through electronic media to all sites. Require adherence to same standards agency-wide.
- **Improve Agency Technology capability: Provide enhanced computer and automation architecture and systems geared toward Agency mission.**
 - **Improve delivery of IT services (inside and outside Agency).**
 - ❖ Complete "desktop virtualization" for employees.
 - ❖ Acquire and field Electronic Medical Record (compatible with USDVA) within SVAB. Become a "meaningful user" of the Electronic Health Record
 - ❖ Upgrade software as needed.

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- ❖ Replace existing PC's with thin client terminals.
 - Improve IT systems survivability.
 - ❖ Re-locate business recovery system (back-up SAN) to ITS data center and implement "High Availability" architecture.

- = Goals for the next 5 years

- = Strategies for implementation

- ❖ Objectives for FY 15